



State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

March 18, 2021
Mr. Jamie Schlottman
Louisiana Healthcare Connections
8585 Archives Avenue, 3rd Floor
Baton Rouge, LA 70809

RE: Notice of Monetary Penalty – NEMT Broker

Dear Jamie:

By Notice of Action dated February 24, 2020, Louisiana Healthcare Connections (LHCC) was notified of its requirement to provide non-emergency medical transportation to eligible enrollees in accordance with the terms of its contract with the Louisiana Department of Health (LDH), which provides:

6.23.3. NEMT/NEAT shall be provided to and from all medically necessary Medicaid state plan services (including carved out services) for those members who lack viable alternate means of transportation. NEMT/NEAT to non-Medicaid covered services is not a core benefit; it may be considered a cost-effective alternative service if so approved by LDH per Section 6.27.

7.8.9. Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation

7.8.9.1. MCO shall have sufficient NEMT providers, including wheelchair lift equipped vans, to transport members to/from medically necessary services when notified 48 hours in advance.

7.8.9.2. For medically necessary non-emergent transportation requested by the member or someone on behalf of the member, the MCO shall schedule the transportation and require its NEMT/NEAT provider to arrive and provide services with sufficient time to ensure that the member arrives at least fifteen

(15) minutes, but no more than one (1) hour, before the appointment; does not have to wait more than one hour after the conclusion of the treatment for transportation; is not picked up prior to the completion of treatment; and is not in the vehicle for more than one (1) hour in excess of the estimated travel time, as calculated by a mapping application, for each leg of the trip.

The Notice of Action placed LHCC on notice that beginning April 1, 2020, a penalty would be assessed for each instance a transportation provider does not show up for a scheduled transport.

Below are summaries for four instances of transportation providers failing to show for scheduled transports:

On February 4, 2021, LDH was contacted by a family friend of member, [REDACTED]. The family friend reported that the member was in danger of missing a pre-op appointment scheduled for that day due to the transportation provider reporting at the incorrect location for the scheduled transport. On February 4, 2021, LHCC confirmed the transportation “no-show” and stated it was due to its broker’s employee entering the facility address for the initial pick up rather than member’s home address. Due to this failed transport, the pre-op appointment had to be rescheduled for February 9, 2021.

On February 5, 2021, LDH was contacted by Fresenius Kidney Care (FKC), regarding member, [REDACTED]. The facility reported the member missed a February 4, 2021, dialysis appointment due to the transportation provider failing to show up for the scheduled transport. On February 5, 2021, LHCC confirmed the transportation “no show” and stated it was due to the transportation provider’s failure to notify the transportation broker that he would not be able to provide transportation for the member. On February 12, 2021, LDH was contacted again by FKC, regarding the same member. The facility reported the member missed a February 11, 2021, dialysis appointment due to the transportation provider failing to show up for the scheduled transport. On February 19, 2021, LHCC confirmed the transportation “no-show” acknowledging that a missed transport had been recorded by the transportation vendor.

On February 19, 2021, LDH was contacted by Fresenius Kidney Care (FKC), regarding member, [REDACTED]. The facility reported the member missed a February 9, 2021, dialysis appointment due to the transportation provider failing to show up for the scheduled transport. On February 23, 2021, LHCC confirmed the transportation “no show” and confirmed a shortage of providers in the member’s parish.

Failure to adhere to the contract requirements cited herein warrants the assessment of a monetary penalty per occurrence per calendar day of non-compliance of \$5,000, as outlined

Mr. Jamie Schlottman

March 18, 2021

Page 3

in the contract between LHCC and LDH. A total penalty in the amount of \$20,000 will be retained from the next monthly capitation payment made to LHCC.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry

Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Melanie Doucet
Veronica Gonzalez
Tara LeBlanc
Marisa Naquin
Justin Owens
Kim Sullivan
Christina Wilson
LHC2-31